



CITY OF LODI

COUNCIL COMMUNICATION

AGENDA TITLE: Purchase Telephone System Equipment and Voice Processing System

MEETING DATE: December 4, 1991

PREPARED BY: Assistant City Manager

RECOMMENDED ACTION: That the City Council approve the PacTel Meridian Systems' and Octel Communications Corporation's proposals to furnish, instal?, and maintain telephone equipment to upgrade existing telephone configuration at City Hall, Public Safety building, Municipal Service Center, Parks and Recreation, White Slough Water Pollution Control Facility, Fire Station 2, and Hutchins street Square.

BACKGROUND INFORMATION: Last April, the City Council approved contracting with Northern California Communications Network (NCCN) to evaluate the City's current telephone system. Common telephone problems identified by NCCN included antiquated hardware, no growth capability with existing equipment; inability to successfully transfer calls from certain locations, unexplained equipment downtime, and employee frustration due to low volume and inability to hear callers. The current system has reached its maximum capacity. In addition to the hardware problems of our present telephone system, NCCN identified some serious problems with our present configuration and operation.

In the Police Department Detective Division, calls not answered are currently forwarded to the Records Division or the Dispatch Center. In some cases, the caller must wait up to three minutes before a call is finally answered by someone. Calls have come into the Dispatch Center at most inappropriate times. Crime Stoppers' calls also end up in the Dispatch Center.

The demand on staff time in the Parks and Recreation Department to answer telephone calls is horrendous. During registration periods, the number of calls per day approaches 400. On days when we have inclement weather -- we do sometimes or at least we used to, have days when we had rain -- the

APPROVE:

THOMAS A. PETERSON
City Manager



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Parks and Recreation Department staff are overloaded by callers requesting information. In the 1590-91 budget, we appropriated funds for some sort of voice processing equipment to relieve this problem, but could not integrate the equipment with our existing switch.

In other departments, the problem of disseminating information exists, but not to the degree as in Parks and Recreation. The majority of calls received by a secretary are for staff members who are frequently unavailable. The secretary must then take messages from callers who are generally requesting information from staff or wish to leave information. It would be considerably more efficient and easier to transfer the caller to a personalized voice mail box rather than requiring the secretary to set aside other work to take messages. In addition, staff will receive much more detailed messages by voice mail, thus allowing staff to gather pertinent information prior to returning the call. On the other hand, callers simply want to leave information and do not require a return call.

The City has the following options regarding the telephone system:

1. Continue to "band-aid" the telephone system and invest money into the switch with the knowledge that it has reached capacity and will crash with the overload;
2. Contract with Pacific Bell for Centrex services at a rate which would far exceed the proposed upgrade costs; or
3. Upgrade the switch, replace antiquated equipment at various department locations (MSC, White Slough, Hutchins Street Square, Parks and Recreation, and Fire Station #2), and install a voice processing system.

Option 3 was recommended by NCCN, and City staff agree, based on long term projections of telephone needs and services. The City's existing equipment is durable and will support the upgrade, thereby averting the purchase of a new switch.

NCCN assisted in developing a request for proposals. The following proposals were received from vendors and include the switch upgrade, a new PBX at MSC, and new key systems for White Slough, Hutchins Street Square, Parks and Recreation, and Fire Station 2.

<u>Vendor</u>	<u>Proposal</u>
Pactel with Meridian Mail	\$171,473
Pactel with Octel Aspen	\$182,379
Executone with Meridian Mail	\$173,582
Executone with Octel Aspen	\$179,157
GTE with Meridian Mail	\$185,123
GTE with Octel Aspen	\$139,788

We are recommending the purchase and installation of Pactel with the Octel Aspen voice mail option. It is not the least expensive. However, the reason we chose Pactel over Executone is that Pactel has 61 trained technicians to maintain the system upgrade. Executone has never maintained this equipment and are proposing to send 3 technicians to school. For the slight increase in price, we feel that we will recapture the difference in cost.

We are recommending the Octel system because it is a more advanced system and is more user-friendly. If we ever expand, the cost of adding 4 additional ports will be \$5,395 with the Octel option and \$27,546 with the Meridian Mail option.

FUNDING: We are requesting authority to spend \$200,000 on this project. The costs are broken down as follows:

Cost of system	\$182,379
Consultants	7,000
Contingency	10,621
	<u>\$200,000</u>

In order to finance this project, we are recommending a variety of sources. A portion of the funding will come from system savings, and a portion from savings on first year maintenance costs. A full year of maintenance on the old equipment is included in the bid price. We will ask San Joaquin County to pay their fair share of the cost of the upgrade and voice mail system. One-half of the cost of the voice mail system will be charged to the unappropriated funds in the asset seizure fund, since the Police Department will be a major beneficiary of that system. The remainder of the system will be paid for from capital funds.

The breakdown of funding is as follows:

Eliminate MSC system	\$ 31,755	*
1 year maintenance cost savings	12,895	
San Joaquin County	12,170	
Police Asset Seizure	35,720	
Sewer Capital	20,300	
Water Capital	10,150	
White Slough Capital	11,050	
Library Capital	5,070	
Capital Outlay Reserve	30,445	
Electric Capital	30,445	
	<u>\$200,000</u>	

* The City is presently paying \$815 for for off premise extension at MSC. The lease purchase cost of the MSC system will be \$875 per month.



Jerry L. Glenn
Assistant City Manager

RESOLUTION NO. 91-224

A RESOLUTION OF THE LODI CITY COUNCIL
AWARDING THE CONTRACT FOR CITY OF LODI TELEPHONE SYSTEM UPGRADE

WHEREAS, in answer to notice duly published in accordance with law and the order of this City Council, sealed proposals were received and publicly opened on October 28, 1991 at 11:00 a.m. for the contract for the purchase of City of Lodi telephone system equipment and voice processing system; and

WHEREAS, said proposals have been compared, checked, and tabulated and a report thereof filed with the City Manager as follows:

<u>Vendor</u>	<u>Proposal</u>
Pactel with Meridian Mail	\$171,473
Pactel with Octel Aspen	\$182,379
Executone with Meridian Mail	\$173,582
Executone with Octel Aspen	\$179,157
GTE with Meridian Mail	\$185,123
GTE with Octel Aspen	9199,788

WHEREAS, the City Manager recommends that award of the contract for said telephone system be made for the best proposal, Pactel with the Octel Aspen voice mail option;

NOW, THEREFORE, BE IT RESOLVED by the Lodi City Council that award of contract for said telephone system be and the same is hereby awarded for the best proposal, Pactel with the Octel Aspen voice mail option, in the amount of \$182,379.

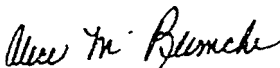
Dated: December 4, 1991

I hereby certify that Resolution No. 91-224 was passed and adopted by the City Council of the City of Lodi in a regular meeting held December 4, 1991 by the following vote:

Ayes: Council Members - Hinchman, Pennino, Sieglock, Snider
and Pinkerton (Mayor)

Noes: Council Members - None

Absent: Council Members - None


Alice M. Reimche
City Clerk